ISSN 0317-1523

NEWFOUNDLAND PUBLIC LIBRARY SERVICES

# ANNUAL REPORT

# *1982-83*

# THE
# 47TH ANNUAL REPORT
# OF THE
# NEWFOUNDLAND PUBLIC
# LIBRARIES BOARD
# FOR THE
# YEAR ENDED MARCH 31, 1983

CONTENTS


1. Letter of Transmittal ____ i
2. List of Board Members 1982-83 ____ ii
3. List of Board Members 1983-84 ____ iii
4. Newfoundland Public Library Services ____ iv
5. Organizational Charts ____ v
6. Foreword by Chairman of the Board ____ 1
7. Report of the Chief Provincial Librarian ____ 3
8. Provincial Services Reports ____ 6
   - Community Library Services ____ 7
   - Provincial Books-By-Mail ____ 9
   - Provincial Reference & Resource Library ____ 11
   - Technical Services ____ 14
9. Regional Library Systems Reports ____ 18
   - Avalon Region ____ 19
   - Bonavista-Burin Region ____ 22
   - Central Region ____ 26
   - Gander Region ____ 29
   - Western Region ____ 32
10. St. John's City Libraries Report ____ 35
11. Financial Statement ____ 42
12. Statistical Information ____ 46
   - Avalon Region ____ 47
   - Bonavista-Burin Region ____ 48
   - Central Region ____ 49
   - Community Library Services ____ 50
   - Gander Region ____ 51
   - Western Region ____ 52
   - Summary of Statistics ____ 53

# NEWFOUNDLAND PUBLIC LIBRARIES BOARD

LIBRARY ADMINISTRATION OFFICES
ARTS & CULTURE CENTRE
ST. JOHN'S, NEWFOUNDLAND
A1B 3A3

August 1983

Honourable Len Simms
Minister, Department of
Culture, Recreation & Youth
Government of Newfoundland and Labrador
P.O. Box 4750
St. John's, Newfoundland
A1C 5T7

Dear Sir:

In accordance with the revised Public Libraries Act of 1975, we hereby submit the report of the Newfoundland Public Libraries Board for the year ended March 31, 1983.

Anne Hart, Chairman
Newfoundland Public
Libraries Board

Pearce J. Penney, Chief
Provincial Librarian and
Secretary to the Board



Telephone (709) 737-3964, 3965, 3966, 3967 / Telex 016-4730

## PUBLIC LIBRARIES BOARD OF NEWFOUNDLAND AND LABRADOR

1982-83

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| | |
|---|---|
| Chairman: | M.E. Anne Hart |
| Vice-Chairman: | Mr. Kelvin Fowler |
| Secretary: | Mr. Pearce J. Penney |
| Mrs. Barbara Alexander | Mr. William Parsons |
| Mr. Don Blackmore | Mrs. Katherine Penney |
| Mrs. Gwen Bostwick | Mr. Bob Post |
| Mrs. Sheilah Drover | Mr. J. Stewart Ralph |
| Rev. Donald Harvey | Mrs. Agnes Richard |
| Mr. Walter Hudson | Mr. Eldon Swyer |
| Miss Patricia McLeod | Mr. George Walsh |
| Mr. Allan Noseworthy | Mr. Leo Whelan |
| Mr. John R. O'Dea | Mr. N. Ray Wight |
| | Mrs. Aileen Woolridge |

### COMMITTEES

**Executive**

Anne Hart
Kelvin Fowler
Agnes Richard
N. Ray Wight
Don Harvey
Walter Hudson

**Finance**

N. Ray Wight
Allan Noseworthy
Barbara Alexander
Don Blackmore
George Walsh
Kelvin Fowler
Leo Whelan

**Staff**

Agnes Richard
Don Harvey
John O'Dea
Bill Parsons
George Walsh
Gwen Bostwick

**Regional & Planning**

Walter Hudson
Aileen Woolridge
Sheilah Drover
Eldon Swyer
Stewart Ralph
Pat McLeod
Kelvin Fowler
Bob Post

## BOARD MEMBERSHIP
## 1983-84

| | |
|---|---|
| Chairman: | Mr. Kelvin Fowler |
| Vice-Chairman: | Mrs. Agnes Richard |
| Secretary: | Mr. Pearce J. Penney |
| Mrs. Barbara Alexander | Mr. Richard McDonnell |
| Mr. Don Blackmore | Mr. William Parsons |
| Mrs. Evelyn Devereaux | Mrs. Suzanne Sexty |
| Ms. Anne Hart | Mrs. Gladys Snow |
| Rev. Donald Harvey | Mr. John Snow |
| Mrs. Leila Janes | Mr. Eldon Swyer |
| | Mr. George Walsh |

## COMMITTEES

### Executive

Kelvin Fowler
Agnes Richard
Anne Hart
Don Blackmore
Barbara Alexander
Don Harvey

### Finance

Don Blackmore
George Walsh
Barbara Alexander
Evelyn Devereaux
John Snow
Leila Janes

### Staff

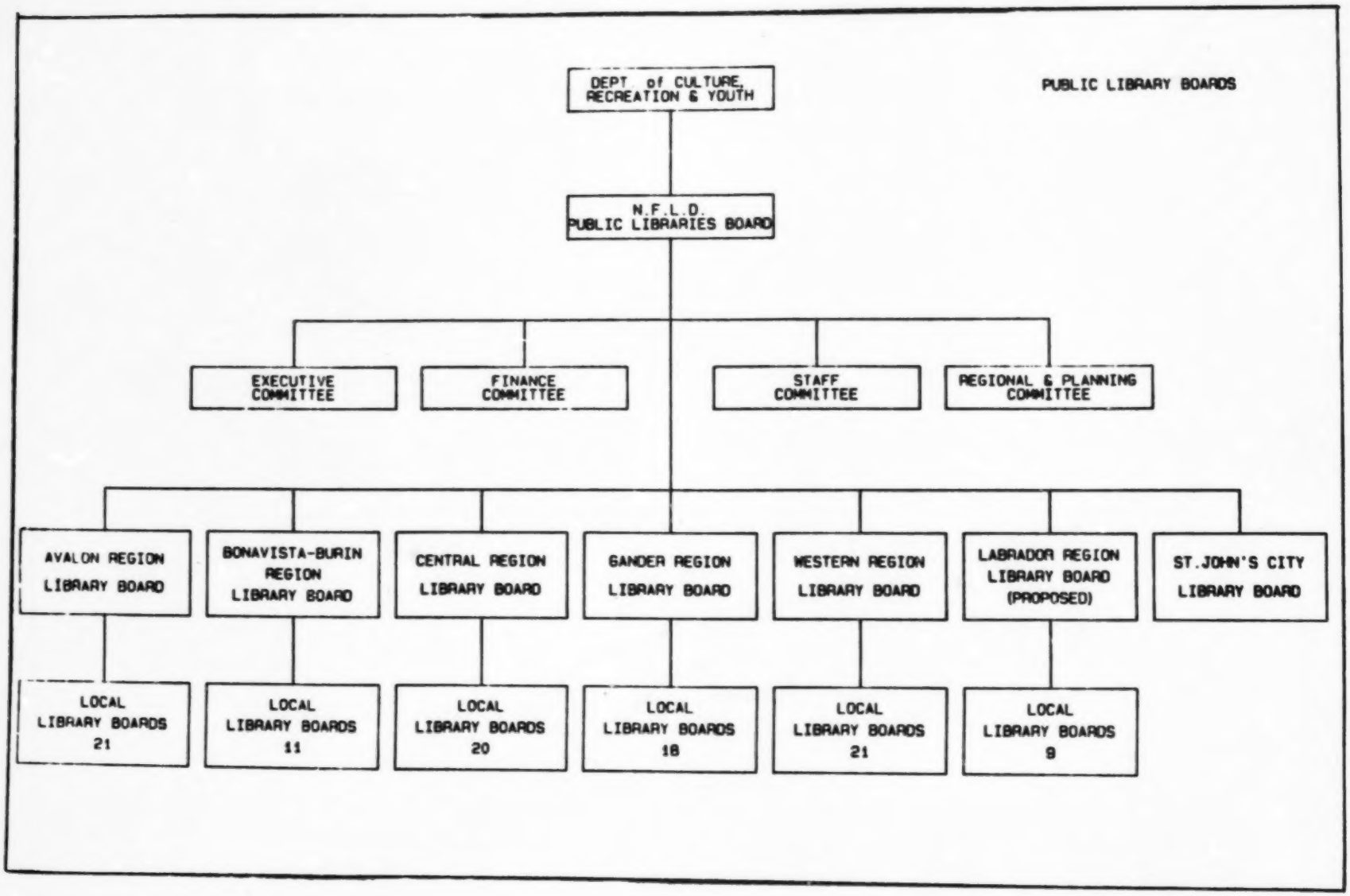
Don Harvey
Suzanne Sexty
Agnes Richard
Gladys Snow
Bill Parsons

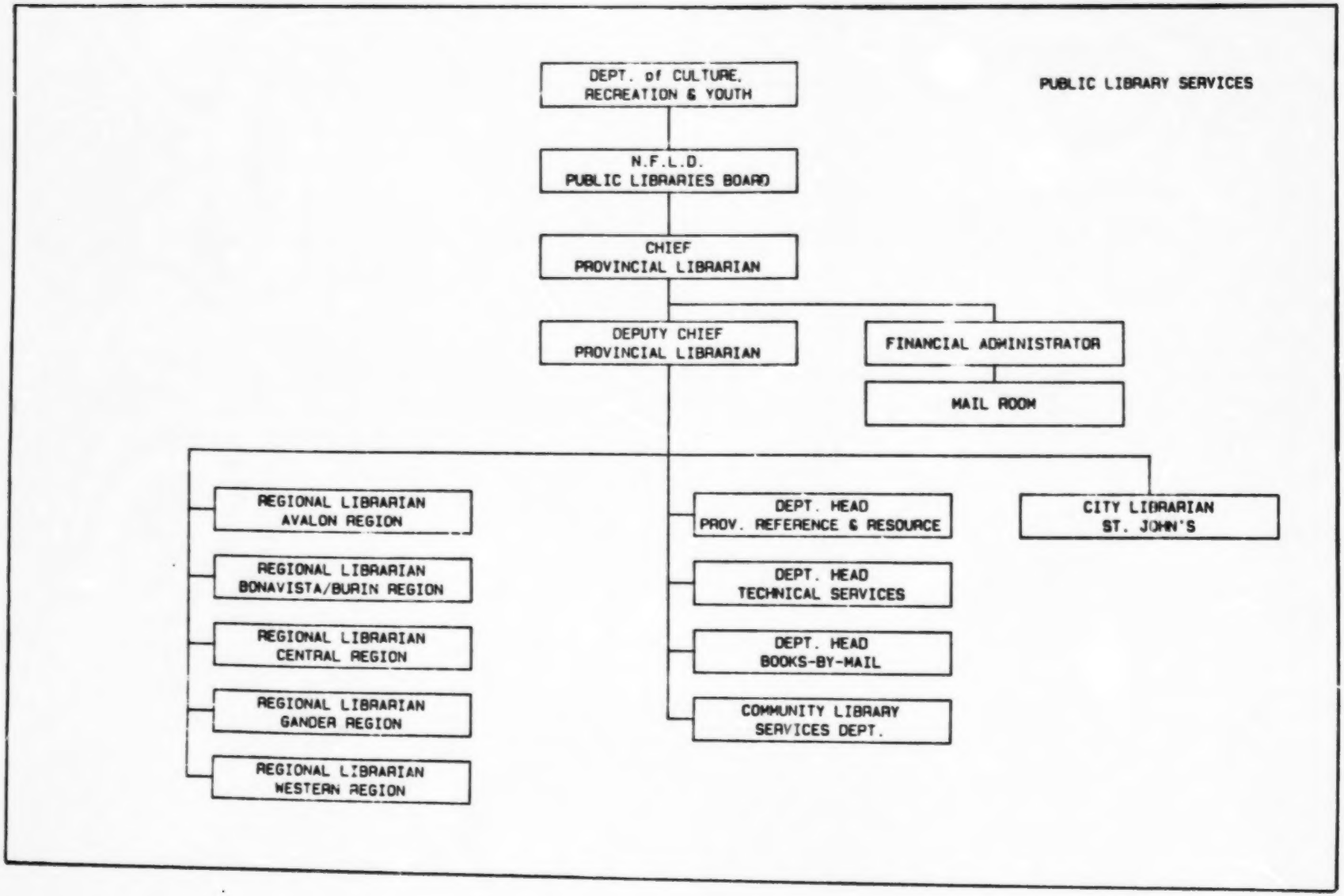
### Regional & Planning

Barbara Alexander
Eldon Swyer
Anne Hart
George Walsh
Richard McDonnell

## NEWFOUNDLAND PUBLIC LIBRARY SERVICES
## 1982-83

| | |
|---|---|
| Minister in Charge of Libraries | Honourable Len Simms |
| Chief Provincial Librarian | Pearce J. Penney |
| Deputy Chief Provincial Librarian | Diana F. Rose |
| Provincial Reference & Resource Dept.: | |
| Department Head | Mona Cram |
| Assistant to Department Head | Charles Cameron |
| Newfoundland Section | Catherine Power |
| Interlibrary Loans | Stephanie Edwards |
| Technical Services Department: | |
| Department Head | Brenda Ryan |
| Provincial Books-By-Mail Service: | |
| Librarian | Elaine Morton(appointed Nov. 1982) |
| Community Library Services: | |
| Supervisor | Diana F. Rose |
| St. John's City Libraries: | |
| City Librarian | Mary C. Jones |
| Head of Adult Services | Harriet Mercer |
| Head of Children's Services | Harriet Mercer |
| Head of Reader's Advisor and Mobile Services | Joan Wheeler |
| Avalon Region: | |
| Regional Librarian | Howard Saunders(resigned Sept. 1982)<br>Lynne Cuthbert(appointed Nov. 1982) |
| Bonavista-Burin Region: | |
| Regional Librarian | Lynne Cuthbert(resigned Oct. 1982)<br>Victoria Murphy(appointed March 1983) |
| Central Region: | |
| Regional Librarian | Ralph Dale |
| Gander Region: | |
| Regional Librarian | Patricia Wilson(resigned March 31/83) |
| Western Region: | |
| Regional Librarian | Elinor Benjamin |
| Corner Brook City Librarian | Karen Veitch |


PUBLIC LIBRARY BOARDS
DEPT of CULTURE, RECREATION & YOUTH
N.F.L.D. PUBLIC LIBRARIES BOARD
EXECUTIVE COMMITTEE
FINANCE COMMITTEE
STAFF COMMITTEE
REGIONAL & PLANNING COMMITTEE
AVALON REGION LIBRARY BOARD
BONAVISTA-BURIN REGION LIBRARY BOARD
CENTRAL REGION LIBRARY BOARD
GANDER REGION LIBRARY BOARD
WESTERN REGION LIBRARY BOARD
LABRADOR REGION LIBRARY BOARD (PROPOSED)
ST.JOHN'S CITY LIBRARY BOARD
LOCAL LIBRARY BOARDS 21
LOCAL LIBRARY BOARDS 11
LOCAL LIBRARY BOARDS 20
LOCAL LIBRARY BOARDS 18
LOCAL LIBRARY BOARDS 21
LOCAL LIBRARY BOARDS 9


PUBLIC LIBRARY SERVICES
DEPT. of CULTURE, RECREATION & YOUTH
N.F.L.D. PUBLIC LIBRARIES BOARD
CHIEF PROVINCIAL LIBRARIAN
DEPUTY CHIEF PROVINCIAL LIBRARIAN
FINANCIAL ADMINISTRATOR
MAIL ROOM
REGIONAL LIBRARIAN AVALON REGION
REGIONAL LIBRARIAN BONAVISTA/BURIN REGION
REGIONAL LIBRARIAN CENTRAL REGION
REGIONAL LIBRARIAN GANDER REGION
REGIONAL LIBRARIAN WESTERN REGION
DEPT. HEAD PROV. REFERENCE & RESOURCE
DEPT. HEAD TECHNICAL SERVICES
DEPT. HEAD BOOKS-BY-MAIL
COMMUNITY LIBRARY SERVICES DEPT.
CITY LIBRARIAN ST. JOHN'S

# FOREWORD
# BY
# THE CHAIRMAN

1982-1983, the year under review, presented unexpected challenges to the public libraries of Newfoundland which began this year with budgets already tightly stretched. In November the Provincial Government, itself hard pressed by the economic times, found it necessary to request the Newfoundland Public Libraries Board to make further spending cuts. This we have done, in company with many other provincial agencies and boards, after much agonizing review and re-appraisal. Inevitably this has meant: cutbacks in hours and services throughout our system to a public which includes thousands of children, the elderly and the unemployed, significant reductions in purchases of books and periodicals, bandaid treatments for leaking roofs and failing furnaces, and a set-back in our attempt to upgrade the salaries paid to our local librarians which presently inadequately reflect the quality and quantity of the work they perform. On behalf of the Board, I would like to thank all who work so hard within our public library system for their understanding and adaptability this past year, and the hundreds of library trustees throughout the province on the regional and local board levels who gave so generously of their time, often taking up the slack by raising money for library materials and repairs themselves.

We have not stood entirely still, however, as the reports of the Chief Provincial Librarian and the Divisional and Regional Heads show. Some important accomplishments have been the passing of amendments to the Newfoundland Public Libraries Act to ensure representation from all regions of the province on the Newfoundland Public Libraries Board, the establishment of a province wide Books-By-Mail service for communities beyond reach of a public library, and planning for the 1983-1984 celebrations to mark the 50th anniversary of public library services in Newfoundland.

On the national level our Chief Provincial Librarian, Mr. Pearce Penney, has been an outstanding President of the Canadian Library Association and I had the honour of serving as President of the Canadian Library Trustees' Association. As this year draws to a close, and my tenure of office as Chairman of the Board concludes, I would like to thank all its members for their support and for their exceptionally fine work on behalf of the public libraries in Newfoundland and Labrador. A number of board members have indicated their decisions to retire, including Walter Hudson, Ray Wight and Allan Noseworthy, three past chairmen of the Board, whose many years of devoted and creative work have been decisive in creating a public library system of which this province can be extremely proud.

Finally, I would like to thank the Government of Newfoundland and Labrador which has made all this possible. Despite the cutbacks and

retrenchments that the current economic times have imposed upon us all, the public libraries services have received great encouragement and understanding this past year from the Minister of Culture, Recreation and Youth, Mr. Len Simms, and from the Assistant Deputy Minister for Cultural Affairs, Mr. Bill Frost. To them a sincere thank you.

Anne Hart
Chairman, Newfoundland
Public Libraries Board

## REPORT OF THE CHIEF PROVINCIAL LIBRARIAN

A recent statement of the Public Library Association, a division of the American Library Association, entitled "The Public Library: Democracy's Resource", sets forth the important roles public libraries play in society. The following quotation demonstrates the point:

> "Only the public library provides an open and nonjudgmental environment in which individuals and their interests are brought together with the universe of ideas and information. The ideas and information available through the public library span the entire spectrum of knowledge and opinions. The uses made of the ideas and information are as varied as the individuals who seek them. Public libraries freely offer access to their collections and services to all members of the community without regard to race, citizenship, age, education level, economic status, or any other qualifications or condition .....
>
> Today, public libraries continue to provide free access to, and promote the communication of ideas and information so that individuals on their own behalf, and groups, agencies, organizations and institutions can take active control of their lives and affairs. Public libraries have multiple roles: they serve the entire community as a center for reliable information; they provide opportunity and encouragement for children, young adults, and adults to educate themselves continuously; they create opportunities for recreation and personal enrichment; and they provide a place where inquiring minds may encounter the rich diversity of concepts necessary for a democratic society whose daily survival depends on the free and competitive flow of ideas.
>
> To perform these varied roles, public libraries assemble, make available and preserve organized collections of books, related materials and systems in which ideas and information are recorded. Public libraries employ staff with special skills, knowledge and abilities to help library users find the idea, information and materials to meet their diverse interests ....
>
> As the forms in which ideas and information are stored change, and will continue to change, the challenge of making the widest possible range of information accessible to all remains constant. The ideals which brought free public libraries into existence are as vital now as when they were formulated. Public libraries continue to be of enduring importance to the maintenance of our free democratic society."

The Newfoundland Public Library Service has made every effort to fulfill its roles, as embodied in the above statement, during the year under review. However, it is not an easy undertaking in a period of economic restraint. The modest increase in financial resources translates into less buying power due to high inflation, curtailment of additional

staff to provide adequate service to patrons, and a very limited expansion of services to areas badly in need of them. The individual reports of the various regions and departments included in this report provides a more detailed analysis of the situation. Nevertheless, there are more people using the libraries, as the circulation figures indicate. It is interesting to note that in the areas where more people are umemployed there is an increase in circulation of library materials. If this trend continues it will be imperative that more funding be provided to improve and increase the library materials allocation.

Despite the economic restraints however, it has been a very active year, resulting from an increase in demand for services, the initiating of long range planning and formulation of new policy in a number of areas.

The Board has been very active during the year making plans for its fiftieth anniversary which will officially begin in November, 1983, and continue through to October, 1984. A whole year of activities are being planned to give Recognition of the past, a Reappraisal of the present and a Resolution for the future.

A committee has been working on a five-year plan for the Board, to coincide with the anniversary year. Both staff and all levels of library boards in the province have been provided an opportunity to contribute. When completed copies will be provided to the appropriate Government officals in an effort to secure the necessary financial support to implement our objectives.

A review of the Board's policy on Joint School/Public Libraries has been on-going during the year. Final report is expected sometime in the new fiscal year.

A weeding policy for all public libraries in the province has been adopted. This long overdue, formal statement should go a long way in assisting library boards and staff in this very important library function.

Over the past five years there has been a phasing out of the bookmobile service initiated in 1968. The only two remaining bookmobiles concluded their service on March 31, thus bringing the service to a close. The alternative to the bookmobile service will be Provincial Books-By-Mail. However, it will be some time before this service will be available to everyone in the province who does not have access to library services. The reason being primarily one of finances to purchase sufficient library materials and additional staff.

A staff manual for people outside the bargaining unit, excluding management, was prepared during the year, and plans are in progress to prepare one for management thus providing all staff with a manual of procedures.

The local librarians' salary payment which is now centralized from the Business Office has meant a lot of extra work for the staff, however, many of the implementation problems are being worked out. Speaking

about the staff in our small local libraries, the regional librarians, under the leadership of the Deputy Chief Provincial Librarian, Diana Rose, are preparing a training manual to provide on the job training for local library staff. The introduction of this manual will, hopefully, lead to a set of standards which would be maintained despite changes in regional and departmental personnel. The result should be one of improved library service in each community, and help local library staff place their positions in perspective and increase their knowledge and feelings of self worth.

A significant change in the Public Libraries Board Act during the year saw revisions being made to the number of members appointed to the Board, from 25 to 15. Also, each region has an official representative on the Board. A rotation system for members retiring has been put in place so that not more than five members at one time conclude their term of appointment.

The result was that a number of members who have served the Board faithfully for many years ended their term of appointment March 31. Their contributions were outstanding and the public library service is much improved because of it.

Involvement in the library community on all levels, national, regional and provincial, was very extensive during the past year. A number of staff and Board members contributed greatly to the various library associations. The Chairman of our Board, Anne Hart, has completed her term as president of the Canadian Library Trustees Association, and I have completed my term as president of the Canadian Library Association. It has been a very busy year for all of us; however, one's involvement in library organizations is part of one's commitment when you accept membership.

In conclusion, I would like to express my deep appreciation to everyone involved in the promotion and development of the public library services in our province. None of the activities outlined in the reports that follow would have been possible without the enthusiasm, dedication and hard work of the staff, on the provincial, regional and local levels, and the support and encouragement of the library boards at all three levels.

To each and every one a most sincere thank you. A special word of appreciation to those members of the Board who retired at the end of the fiscal year, and to staff members who either resigned or retired.

To the members of the Provincial Government, in particular the Department of Culture, Recreation and Youth, the media and numerous others who supported the public library services during the year, we extend our thanks.

In 1983-84 we look forward to another challenging year when additional expansion will be planned for the future. It is important that public library services in the province be enabled to make its contribution to the growth and development of our province.

Pearce J. Penney
Chief Provincial Librarian

# REPORT
# OF THE
# PROVINCIAL SERVICES

## PROVINCIAL SERVICES

### COMMUNITY LIBRARY SERVICES

The fiscal year 1982-83 was a successful one for local libraries in the Department if success is judged in terms of circulation. Seven out of the nine libraries showed a total increase of over 50,000 volumes, the greatest increase being in Labrador City where the new building and layoffs at the mine increased the circulation by more than 35,000 over the previous year. It is encouraging to see an increase in the smaller libraries too and all local librarians should be congratulated on any progress made, however small. Of course, circulation is only part of the picture and most libraries run the full gamut of activities from storytimes to raising money.

Regular exchanges of books continued to libraries plus mini exchanges to isolated communities and schools on the Northern Peninsula and Coastal Labrador. This is the last year these mini exchanges will go out, as Provincial Books-By-Mail will assume responsibility for these communities in the fall of 1983. This will mean a considerable decrease in work load for the Departmental staff.

During 1982-83 an attempt was made to assimilate the four libraries on the Northern Peninsula and Straits area into the Western Region. Unfortunately, finance was not available to create an extra position for the Western Region so the plan had to be discarded for the present. Libraries in this area should receive more visits from professional staff and would do so if they were closer to a headquarters. This also holds true for the libraries in Labrador. Another year has gone by without the setting up of a Labrador region. The expense of flying to Labrador from St. John's means that visiting is cut to a minimum and training for library staff made even more difficult. Notwithstanding, during the past year the librarian from Labrador City, Kathryn Winchester, came into St. John's to receive training in reference work. This was necessary as Labrador City had been designated the Regional Resource Library and new reference material was being ordered for the Labrador City stock. Jackie Holwell, the librarian from Cartwright came in via coastal boat, CN bus and taxi for a short workshop in St. John's. The libraries at St. Anthony, St. Lunaire-Griquet, Port Saunders and Happy Valley were visited but attempts to visit L'Anse au Loup and Cartwright had to be abandoned due to foul weather. I am looking forward to writing this report next year as I know that I shall be able to report that the library in Cartwright was visited for the first time since it was set up six years ago. Seriously though, the problems of administering a service which is so far away places a great strain on the local librarians, boards and staff in St. John's. In actual fact, it is the boards which suffer most and in consequence the local librarians and other staff here. Boards are perhaps the most vulnerable in that they have very little experience to fall back on, especially in the smaller communities. This was evident during the past year when the boards at both L'Anse au Loup and Port Saunders appeared

to be dead. Steps were taken to revive these boards and hopefully, they will be restored to full health and vigour during the coming year.

In closing, I should like to thank all local librarians for the efforts of the past year. The coming year will bring changes resulting in fewer communities being served from the Department as Provincial Books-By-Mail takes over so much ground. The Department will endeavour to serve the remaining libraries to the best of its ability and we are happy to do so. However, local libraries who are part of a regional system have many advantages and I hope that the libraries in Labrador will soon be enjoying those advantages.

Diana Rose
Supervisor

## PROVINCIAL BOOKS-BY-MAIL

The 1982-83 year has been one of transition for the Books-By-Mail operation.

After my appointment in November 1982, the Books-By-Mail operation was officially designated "Provincial" and became a separate department outside Central Region.

Also this year the Provincial Books-By-Mail has moved into a new building which is shared with Central Region. There is ample space in the building for future development and it is expected that the Provincial Books-By-Mail will expand over the next few years to take in communities within the regions which are not served by a community library.

There have been changes in procedures designed to streamline the operation. The overdues procedure is changed and it is estimated that we will save $1.64 on each overdue sent out plus the fact that it takes the staff one quarter of the time to process.

We are also trying a new mailbag that cushions the books with air bubbles instead of shredded paper. We hope that those borrowing books will appreciate the change as much as we have in headquarters. Testing of canvas mailbags will take place in the near future.

Our work has been lightened by the acquisition of a new photocopier to replace the outmoded 3M machine. We look forward to the arrival of a new postage meter in the new year as the breakdown of our former machine has played havoc with our service.

Throughout all our changes and problems, the staff has continued to give good service in one of our busiest years. Forty-one thousand, four hundred and fifty-one books were sent out this past year which surpasses the circulation for every other year since 1976-77 except 1979-80 when 42,056 books circulated. Unfortunately, no statistics on inter-library loan are available but next year we will be able to give an indication of this aspect of the service.

During this past year Denise Byrne replaced Susan Temple as Library Clerk. In the spring we were lucky to have the services of Jo-Ann Maloney from the District Vocational School and realize that a permanent typist would be a most useful addition to the staff. In the new year a Mail-Messenger Clerk will be added to our regular complement of staff and this will free time for both Provincial Books-By-Mail and Central Region people.

The Department is looking forward to a challenging year in 1983-84 as we expect circulation to increase when we take in the communities in Labrador and on the Northern Peninsula formerly served by Community Library Services through mini exchanges. As this will be the first of many expansions, we hope that it will rum smoothly and that the staff will be sufficient to enable us to continue to give

as good a service as has been possible in the past.

Our 1984 catalogue is expected to have a fresh and dynamic look with a new cover design and layout modifications. We will also be experimenting with large print and Newfoundlandia collections in spite of the shelving difficulties. Before long it is hoped that our entire book stock can be increased to meet the demands of our growing clientele. However with future expansions into other regions, some of which have already applied for the service, increased funding and staff will be needed if we are to meet our commitments and become truly provincial.

Elaine Morton
Librarian

## PROVINCIAL REFERENCE AND RESOURCE LIBRARY

The fiscal year 1982-83 was one of development for the Provincial Reference and Resource Library in spite of the financial restraint policy. For the first time in the history of the Department, it had the services of two professional librarians for the entire year and from September 13 to the end of the fiscal year a third professional librarian was on staff half-time. This part-time professional position is on loan from the St. John's City Libraries System and will be recalled by the City as soon as is needed by them. The co-operation of the St. John's City Libraries System in lending this position is greatly appreciated and as one of the results of this additional staff, bibliographies on current topics were sent out to all public libraries in the province regularly instead of, as in the past, occasionally as time permitted.

The normal activities of the Library continued with the number of inquiries rising by 7.4 percent, as shown in the Statistical Report. Visits to the Provincial Reference and Resource Library from schools both inside and outside St. John's continued in increasing numbers, the Library participated again in the small Business Fair sponsored by the Federal Business Development Bank and the Microfilming Project continued. Most of the short runs of older Newfoundland newspapers have now been filmed and work has begun on the Daily News.

Because of the increased emphasis given to Newfoundland studies in the school curriculum, there was considerable increase in the number of inquiries made in the Newfoundland Section by school students both from St. John's and outside the city. As other institutions were experiencing the same situation meetings were held with the Newfoundland Archives, the Legislative Library and the Department of Education to try to avoid duplication of effort in dealing with these inquiries and to prepare, in advance, materials for forthcoming areas of study.

The Mobile Conservation Labratory of the Canadian Conservation Institute spent three days at the Provincial Reference and Resource Library treating Newfoundland materials and giving illustrated talks to the staff on the handling and conservation of rare materials. In March, 1983, application was made for a second treatment visit.

The problem of space for the Newfoundland Collection was partly alleviated. With the moving of Avalon Region Headquarters to Harbour Grace, a redistribution of the space in the area of the Arts and Culture Centre occupied by Newfoundland Public Library Services took place and in January the Newfoundland periodicals were moved to a larger room. Also a large basement room formerly occupied by Technical Services Department was transferred to the Provincial Reference and Resource Library to be used for storing part of the Newfoundland Newspaper Collection.

During the year several staff members attended workshops dealing with computer terminals, and the Assistant Reference Librarian and one

other staff member attended APLA Conference at Sackville. The Reference Librarian attended CLA Conference at Saskatoon and together with the Head of the Newfoundland Section helped found the Association of Newfoundland and Labrador Archivists. She also continued to serve on the Staff-Management Committee.

The Assistant Reference Librarian, in addition to his normal duties, edited the Newfoundland and Labrador Provincial Libraries Newsletter, prepared brief guidelines for several institutional libraries which were being organized in the city, was Past-President of the Newfoundland Library Association and was a Councillor of the Atlantic Provinces Library Association. He also served on the Public Relations Sub-Committee of the Anniversity Committee and the Inter-Library Loan Sub-Committee of the In-Service Training Committee for Local Librarians.

As in the previous fiscal year, financial cutbacks in the budget took place and early in 1983 all book ordering was stopped. The security fund was reduced resulting in the security person's hours being cut to only 15 per week. The binding fund was reduced, the fund for participating in Refcatss was wiped out and payment of our portion of the cost of the Microfilming Project was postponed for one year. However, in spite of these cutbacks all basic services (except Refcatss) were maintained for the year but if adequate funding does not soon become available, services to the public will suffer. The situation in relation to the library materials including the Newfoundland Collection is particularly difficult and a substantial increase in this fund is urgently and immediately needed if the library is to maintain and build up the type of collections necessary in order to fulfill its mandate to the public.

Mona Cram
Reference Librarian

## PROVINCIAL REFERENCE AND RESOURCE LIBRARY

### Statistical Report

| | 1982/83 | 1981/82 |
|---|---|---|
| 1. Reference Questions | 21,839 | 20,339 |
| 2. Materials Used In Library: | | |
| Newfoundland periodicals, newspapers, books and pamphlets, etc. | 27,257 | 25,581 |
| Microfilm | 1,601 | 1,590 |
| Total Newfoundland Materials | 28,858 | 27,171 |
| Other periodicals | 13,396 | 14,861 |
| 3. Coding Sheets Entered On Computer | 3,600 | 3,750 |
| 4. Interlibrary Loans (i.e. loans made outside the Newfoundland Public Library system): | | |
| Materials Requested by Department | 1,024 | 1,223 |
| Materials Requested from Department | 266 | 265 |
| 5. Number Of Requests Received From Outside St. John's | 4,155 | 3,136 |
| Number of Books, etc., Sent Outside St. John's On Loan | 5,289 | 4,036 |
| 6. Materials Circulated | 12,045 | 11,298 |

## TECHNICAL SERVICES

Staff changes and staff shortages highlighted the past year; there were several retirements, resignations and new appointments. The changes began April 23 when David Penney, a clerk in the Order Section for approximately seven years, left this Department to go to the Business Office. Gordon Wade, a processing clerk, replaced David on May 19. Debbie Maynard took over Gordon's previous job on July 13. Another processing clerk, Linda Reddy, resigned July 16 and Allison Andrews from the Avalon Region started in this position September 20. On October 18 Mrs. Andrews left the Department on an extended leave of absence until April 4, 1983. Elizabeth Shortall, cataloguer, retired in June after a total of 24 years of library service; and Glenda Kendall took over this position September 20. Sharon Wecks, terminal operator, was appointed to Glenda's previous job as Technician I on November 8. Mary Healy, supervisor of processing staff, retired the end of September, after 16 years of library service. Mary Martin and Bernadine Clemens, both clerk typists, resigned September 30 and November 19 respectively.

We regretted losing such knowledgeable and experienced employees. Technical Services staff and others, too, are indebted to them for their many contributions to the Public Library Services. I am especially grateful that they were on staff during the past few years when this Department experienced so many changes. The move to automation was made much easier by their presence. My best wishes and thanks go to all those who retired or resigned during the year.

While we were in the process of filling vacancies, word came from Government that all vacant positions were to be frozen until the end of the fiscal year. At this time, the Department was short one terminal operator, one clerk typist and one clerk. So for the next five months our processing staff was reduced by one half and our terminal operators by one third. I had previously decided not to fill two other vacancies - one Clerk Typist III and one Clerk Typist I; these positions were transferred elsewhere within the Public Library Services. This means that for the last five months of the year, we had only ten staff members as compared with fifteen the previous year. Now that the new year is here, we plan to fill the three outstanding vacancies as quickly as possible.

Still on the subject of staff, Edna Wells returned to work June 4 having spent four months recovering from a broken wrist. The terminal operators received new information from the Classification Appeal Board on July 5; they decided not to proceed with the appeal and subsequently received letters saying their files were closed. The classification of these positions remains Data Preparation Operator, LB-16.

No major problems were experienced at UTLAS headquarters during the year. We had two visits from UTLAS representatives - May 20, 1982, and March 7, 1983. COM catalogues arrived regularly on a monthly basis. We received ten catalouges; two catalogues - December and January - were cancelled because of lack of money. There are 33,400 titles in our UTLAS file. UTLAS staff entered 757 titles as part of our RECON project.

Technical Services staff continue to prepare titles for conversion from card to microfiche format. We have received inventories from 36 local libraries. I am pleased to report that the 50th Anniversary Committee of the Provincial Library Board has selected the RECON proposal as one of its projects during our anniversay year, 1983-84. Attempts are being made to solicit funds to start the conversion project during 1983-84.

The size of the catalogue has made a monthly edition too expensive to produce. During 1983-84 we will receive quarterly cumulating catalogues. Monthly subject acquisitions lists (paper product) will also be available beginning in May. AUDIO titles will no longer appear in the catalogue; as AUDIO materials are not loaned outside a region, regional librarians/ department heads decided that it was not necessary to have them included in the COM.

My request for feedback concerning the COM catalogue was well received. I was pleased to hear from all regions and departments. I will summarize the main concerns of librarians to date. Most people expressed that the retrospective conversion of all library holdings to microfiche format should be given top priority for several reasons. RECON would eliminate the need to search two catalogues; local libraries are already benefitting from having available to them all current library materials in the province; with rising book prices and static budgets, regions and departments (if they were aware of what was available in the total library system) could use funds to purchase titles in frequent demand and to satisfy special subject areas; many librarians have completed their inventories and are waiting for their collections to appear in the COM. Most complaints concerning the COM were related to the fact that the catalogue does not include our retrospective holdings.

We continued to enter into the COM catalogue titles from the Eric G. Lambert School Library, Churchill Falls. Also, 550 titles from the Last Copy Fiction Collection (Reference) were added to the COM.

The federal Department of Fisheries and Oceans Regional Library has been added to the list of libraries receiving copies of our COM catalogue.

The Department Head attended the Canadian Library Association Conference in Saskatoon and the Atlantic Region UTLAS Users' Group meeting in Halifax on October 1. At the latter meeting, the Newfoundland Public Library Services was cited as being the most efficient user of the UTLAS facility in the Atlantic Provinces. Frances White, cataloguer, attended the Atlantic Provinces Library Association Conference, at which time she was appointed to the APLA Committee on Library Technicians. This Committee was formed to look into the needs and interests of library technicians in the Atlantic region and to promote greater interest in the work of the Association. During the year Frances sent a questionnaire to all library technicians and assistants in the province. She reports that the response and interest expressed by those surveyed has been very encouraging. The Department Head serves on the 50th Anniversity Sub-Committee on Finance and Frances White is a member of the Anniversity Sub-Committee on Competitions. The Department Head was also appointed

to the Margaret Williams Trust Fund Board of Trustees along with the Chief Provincial Librarian. Frances White helped set up and organize the library of the Public Service Commission.

The revised Technical Services Manual was completed September 9; special thanks go to Sharon Wecks for typing and collating the manual for distribution.

On March 15 the processing staff moved from the basement area to the second floor office previously occupied by Community Library Services staff. To accomplish this move, the CLS staff agreed to share a first floor office with Technical Services staff. We are very pleased with the new arrangement.

As can be seen from the statistics on processing, the total number of library materials processed was over 15,000 less than the previous year. Even with the shortage of staff, there was not a huge backlog of books waiting to be processed at the end of the year. These figures, then, reflect the decreased buying power of the dollar. Also, regions/ departments may be buying more titles in paperback editions, which are not being sent to Technical Services for processing.

Department staff deserve credit for another successful year despite staff shortages and numerous staff changes. My thanks also go to the staff of other departments and regions for their cooperation and understanding during a rather difficult year.

Brenda Ryan
Head, Technical Services

## TECHNICAL SERVICES

## Statistics 1982-83

Report on processing.

| Region or Department | 1982-83 | 1981-82 |
|---|---|---|
| Avalon Region | 6,733 | 9,601 |
| Bonavista-Burin Region | 3,668 | 1,901 |
| Central Region | 7,745 | 11,537 |
| Community Library Services | 3,473 | 5,657 |
| Gander Region | 5,970 | 8,353 |
| Provincial Reference | 3,704 | 3,180 |
| St. John's | 5,446 | 8,651 |
| Western Region | 9,442 | 13,212 |
| Total | 46,181 | 62,092 |
| | | |
| New non-fiction titles | 5,407 | 8,048 |
| New fiction titles | 3,788 | 6,513 |
| New audio titles | 1,090 | 1,992 |
| Total | 10,285 | 16,553 |
| | | |
| Added non-fiction | 2,099 | 1,945 |
| Added fiction titles | 1,957 | 1,516 |
| Added audio titles | 448 | 463 |
| Total | 4,504 | 3,924 |

### RECON

| | | |
|---|---|---|
| Titles entered by UTLAS | 757 | 681 |
| Titles entered by Technical Services | 450 | 1,400 |
| Churchill Falls School Library | 750 | 250 |
| Reference Fiction Last Copy | 550 | - |
| Total | 2,507 | 2,331 |

### UTLAS DATA BASE SEARCHING

| | In Data Base | Not in Data Base |
|---|---|---|
| Non-fiction | 92% | 8% |
| Fiction | 90% | 10% |

# REPORT
# OF THE
# REGIONAL LIBRARY SYSTEMS

## REGIONAL SERVICES

### AVALON REGION

The 1982-83 fiscal year has been a year of change for the Avalon Region Libraries. It has also been a year of increased service to the public through our branch libraries. However, due to financial restraint, we will have to rethink our approach to service to communities that do not have branch libraries.

### REGIONAL HEADQUARTERS

At Regional Board meetings throughout most of 1982-83, the move of the regional headquarters from its original location in the Newfoundland Public Libraries administration building in St. John's to a new location in Harbour Grace was a much discussed topic. The move was realized in September, 1982, with official opening ceremonies held on November 20, 1982. The new office space has proved to be adequate for our needs and provides a comfortable work atmosphere for staff. One result of the move out of St. John's has been a change in regional headquarters work routines. Now that we are geographically distant we have had to become more self-sufficient and cannot rely on supplies and resources that used to be available close-at-hand.

There were many staff changes in regional headquarters during 1982-83. In September the Regional Librarian, Howard Saunders, resigned his post to take up a new position as Head of Branch Services at Edmonton Public Library. I arrived to begin my duties as Regional Librarian on December 1, 1982, after holding the same position in Bonavista-Burin Region for just over a year. Between Mr. Saunders' departure and my arrival regional headquarters was staffed by Mrs. Dianne Trenchard and Miss Heather Fost who did a commendable job of maintaining interlibrary loans, exchange and other services. Late in October, Mr. Chris O'Grady joined our staff as did Miss Maureen Coombs early in December, thereby completing our ranks.

### BRANCH LIBRARY SERVICE

One particular branch library deserves mention: in Pouch Cove a new library board came in to existance at the end of November, 1982. The new board was able to steer the finances of Pouch Cove Public Library back on course and ensure the continuation of public library service in that community.

Circulation figures for the region as a whole showed a 14 percent increase over the previous fiscal year indicating increased library use in most branch libraries. However, in nine branch libraries, circulation figures dropped during 1982-83. To determine the cause of the drop in circulation in those nine libraries will require a study of each

individual case.

The number of interlibrary loans handled within the region showed a dramatic 52 percent increase over the previous fiscal year. It appears that interlibrary loan service is increasing in popularity with our patrons and that local librarians are becoming more familiar with microfiche request procedures.

Due in part to the rise in postal costs, the Exchange System was redesigned to emphasize a faster turnover of recreational reading materials for adult patrons only. Board members from four branch libraries have expressed the opinion that we should attempt to reach more teenage readers by providing appropriate books in the Exchange System.

Figures for bookstock additions and discards are only available for the period from October 1, 1982, to March 31, 1983. During that time 2,383 processed books were sent to Avalon Region libraries. A total of 32,952 books from the former bookmobile stock and from stock held at Regional Headquarters was reallocated to our branch libraries. During the same period 911 books were weeded from local library collections.

Audio records are now available in nineteen of Avalon Region's branch libraries. We expect to have a small record collection in each of the two remaining libraries early in the new fiscal year.

## BRANCH LIBRARY FACILITIES

Thanks to capital funds provided by the Newfoundland Public Libraries Board, repairs were carried out at four branch libraries: St. Brides, Carbonear, Harbour Grace and Placentia. At Whitbourne, capital funds were used to purchase library shelving. As usual however, the capital funding provided could not satisfy all demands in the region and only the most urgent needs were met. Local boards are to be commended for their efforts at fund raising which help to maintain library facilities. We are also grateful for the continued support we receive from service clubs in many communities.

Two local libraries moved to new locations in January, 1983. Whitbourne Public Library moved from an old building to rented space in the Trinity-Placentia Mall. The new space is comfortable and has attracted new patrons to the library. Mount Pearl Public Library moved from the basement of the Town Council Office to the former post office next door. Although the new location is not larger than the old, it does provide excellent facilities for a storytime programme.

## STAFF CHANGES IN LOCAL LIBRARIES

Two local libraries welcomed new staff members in 1982-83. At Conception Bay South, both Glenda Quinn and Lorna Pardy resigned to

pursue other interests and were replaced by Bertha Rideout and Alice Squires. At Fox Harbour, the librarian Florence Spurvey took a year's leave of absence and has been temporarily replaced by Catherine Murray.

## SERVICE OUTSIDE BRANCH LIBRARIES

Both Avalon bookmobile operations ceased during 1982-83: the Carbonear Bookmobile service ended August 31, 1982, and the St. John's East Extern Bookmobile service ended March 31, 1983. The discontinuation of bookmobile service has resulted in increased requests for book deposits from schools and community groups. Regional Board members felt that this matter required serious consideration because of the costs involved.

Regional Headquarters staff have been maintaining a limited books-by-mail service for former bookmobile patrons. In order to improve service to communities with no branch library, the Regional Board requested that the new Provincial Books-By-Mail Department in Grand Falls extend its service to Avalon Region. However, we were informed this will not be possible for some time. The Regional Board continues to view service to communities with no branch library as a major area of concern.

Book deposits to Coast Guard and Fisheries and Oceans vessels were officially discontinued in 1982-83 due to the regional headquarters move. Since the six vessels concerned dock at St. John's on irregular schedules, providing books from Harbour Grace proved to be too difficult to continue.

Although this report contains a number of bleak notes, it also outlines a number of goals that were realized during 1982-83. It is true that more adequate funding would allow us to make great strides in library service in Avalon Region. However, with imagination and hard work we are able to continue to provide a worthwhile service to the public through our branch libraries. Much thanks is due to our local library staff, regional headquarters staff and local board members whose imagination and hard work helped make 1982-83 a successful year.

Lynne Cuthbert
Regional Librarian

## BONAVISTA-BURIN REGION

The 1982-83 fiscal year has been an eventful one for the Bonavista-Burin Region. There have been several major happenings of note: the Regional Librarian departed to the Avalon Region and a new regional librarian arrived at the end of the year; the bookmobile service has ended; and a cassette collection has been introduced into the region.

One of the major events in the past year was the discontinuation of the bookmobile service. The last run took place on August 19. The bookmobile stock was then integrated with the regional headquarters' stock, and is gradulally being distributed to libraries in the region. Meanwhile, there have been attempts to provide library service to former bookmobile patrons. During the last run of the bookmobile, posters were distributed, advertising a new mini books-by-mail service for adult users. This service, which began in September, will continue until the province-wide Books-By-Mail system takes over. Currently, there are 41 registered users of the service, who have circulated a total of 1,267 paperback books during the seven months of operation. The juvenile patrons, who were great users of the bookmobile, have not been forgotten either. Book deposits have been made to schools in 11 communities no longer served by the bookmobile. Although there were some book deposits being sent out from St. John's previously, these are now being done from Clarenville as well, making up a total of 28 schools receiving deposits. The size of the deposit varies with the size of the school, but generally ranges from 75-300 books, which are kept by the schools for one year.

With the cessation of the bookmobile service, there has been a slight change in the personnel makeup at the regional headquarters. Marvin Pitts, the former bookmobile operator, was brought into the headquarters and was given the new position title of Equipment Operator/ Library Technician I. He has been handling the books-by-mail service and the book deposits to schools and is also reallocating the bookmobile stock to libraries in the region. In addition, he has been involved in delivering exchanges to some of the libraries.

At the September Regional Board meeting, it was agreed that a cassette collection would be established in the region. Several libraries already had some children's cassettes which were used mainly for story-time, but most did not. Approximately $1,000 worth of children's cassettees was ordered, to begin the circulating collection.

A majority of the interlibrary loan requests that came into the regional headquarters were sent on to Provincial Reference, 423(65.4%), compared to 224(34.6%) which were dealt with at the headquarters. For the 4½ months of operation in 1981-82, the percentages were 60.5 sent to Provincial Reference and 39.5 dealt with at the regional headquarters, so it would seem that slightly more requests are having to be sent on to St. John's this year. Since the region is so new it is probably too early to make any real assumptions about the difference.

A variety of books were ordered in 1982-83. There was some attempt to upgrade the fiction books in the exchange collection and the juvenile

non-fiction books in all of the libraries. In addition, each library received one or two new encyclopedia sets which were desperately needed. After the Regional Librarian left, much of the ordering was done from St. John's. Nevertheless, there was still more than $4,400 which had not been spent in the library materials budget at the end of the year.

The circulation for all materials was up 4.4 percent in the region, with the greatest percentage increases at Fortune (45.5% increase), Catalina (25.7%) and Clarenville (25.3%). In a few libraries the circulation was down somewhat, but this decrease can be attributed to the fact that the libraries had to close for a period of time, due to repairs (at Garnish), or due to the disruptions in moving to new premises (Southern Harbour).

However, the greatest impact on the statistic for total circulation has been due to the ending of the bookmobile service this year. It had provided one of the largest circulation figures for the region (18,857 in 1981-82). Although the bookmobile did run for 4½ months in 1982-83, most of that time was during the summer when library use decreases. As a result, the bookmobile circulation was proportionally much smaller than would be expected for that period (3,238).

Even if the books-by-mail and book deposit figures are included with the bookmobile figures (for a total of 8,745), there has still been a 53.6 percent decrease in circulation for the combined services. Complicating the matter even further, the book deposits figure is actually only a count of the number of books in the deposits. While the books are at the schools, each book may be taken out several times, but this is not reflected in the figure we have available to us. In order to see how the circulation has actually increased for the libraries in our region, it is best to exclude the bookmobile figures from last year's statistics and the comparable ones from 1982-83. Thus, the circulation for the 11 libraries has increased from 149,156 to 166,682, a 10.5 percent increase. This is a larger figure than the overall 4.4 percent increase previously mentioned, and is a better indicator of the increasing use of the libraries.

The number of registered borrowers has also gone up in 1982-83 (by 9.4%), and the bookstock has increased from 40,279 to 48,138. The Regional Librarian had done some weeding at the libraries in the eight months before she left and was able to visit each library at least four times during that period.

In June, the Regional Librarian attended the CLA Conference in Saskatoon and reported to the Regional Board on two of the workshops she found of interest. The representative at the Atlantic Provinces Library Association Conference in Sackville, New Brunswick, in May, was Mr. John Snow, the chairman of the Regional Board. Toward the end of year, Mr. Snow became the first member of the Bonavista-Burin Region to serve on the Newfoundland Public Libraries Board.

Library Week was celebrated in the region in the usual way, with contests, story hours, open houses and various other activities. At Southern Harbour there was a visit from an author of books on knitting. Burin

held a card party for senior citizens.

In the middle of February, the postal rates increased, and although this did not affect procedures for the remainder of the year, new plans were being considered for the coming year. Alternative arrangements, such as coordinating some exchanges with Board meetings. were discussed. In addition, the mailing expenses involved in sending exchanges to the Burin Peninsula and back were compared with the gas expenses involved in delivering and picking up the exchanges by car.

The financial situation for many libraries was difficult toward the end of the year. At the regional headquarters, the Regional Librarian found that the "office and library supplies" fund was stretched thin because of the volume of supplies sent to local libraries. It was agreed that the libraries would buy general office supplies locally using funds from the local boards.

Some libraries found themselves requiring more money toward the end of the year. The Garnish Public Library ran into some unforeseen difficulties when the Fire Department threatened to close them down. However, they were able to receive $1,200 in a grant from the Provincial Board to make the necessary improvements. A similar situation involving fire restrictions has already taken place at another library in 1983-84, and may likely occur to others as well, so library boards should prepare for the possibility.

It would seem that town councils are finding themselves in increasing financial difficulties as well. At Catalina, the library was asked to contribute towards the cost of heat and light, while the Marystown Public Library Board did not receive a grant from their town council as they had in previous years. At Southern Harbour, the parish felt it could no longer contribute toward the operating costs of the library and the Board was going to need an extra $1,000 to cover costs. Fortunately, new premises in the town hall were available and the library was able to move there. The opening at the new premises was marked by tea and coffee being served to invited guests, including the Regional Librarian and the Mayor.

Renovations and repairs have taken place at several libraries, and most libraries have been very active in fund-raising this past year. Activities have ranged from raffles, sales of baked goods, crafts and books to door-to-door campaigns. The Bonavista Public Library Board raised $460, and at Catalina, $1,620 was raised for a relocation they are planning. The Clarenville Public Library Board has raised approximately $21,000 in the community for their new building. In addition, they received a $75,000 Community Development Grant in 1982-83. The work on their new library is coming along well and the space for the new regional headquarters should be finished in October. The headquarters staff are all eagerly looking forward to moving into the new building.

Despite the short time I have been here I can see that the library

boards and librarians take seriously their roles in providing for the information needs of the public, and they work hard at improving the existing services they offer. I am looking forward to working with them and the headquarters staff in providing effective library service for our region.

Victoria Murphy
Regional Librarian

## CENTRAL REGION

The year 1982-83 had its improvements, its achievements, its frustrations, its ups and downs and, generally speaking, had events/happenings which were perhaps a combination of two or more of the above. Considering the financial restraints imposed upon the Newfoundland Public Library Services, the past year can certainly be considered a successful one.

During the summer of 1982, the Regional Headquarters and the Books-By-Mail operation were moved from the old building on Church Road to a newer, more spacious building on Hardy Avenue. In November, 1982, a Books-By-Mail librarian was hired and this operation became separate from Central Region, although both share the same building, as well as a proposed mail messenger clerk, soon to be hired. At present, the staff are not completely separated since some of the work for the Provincial Books-By-Mail is still being done by the Central Region staff. However, the major tasks have been taken from us and this leaves us more time to devote to the twenty libraries under our jurisdiction.

The new library in the town hall at Lascie is almost ready for occupancy. During the past year it received a $10,000 capital grant from the Newfoundland Public Libraries Board, to aid in its completion. It is hoped that the move from the old building to the new one will take place sometime in May or June. The Gaultois Town Council has received a NEED grant from the Federal Govenment which it is going to use to upgrade a building for its town office and it is anticipated that the library will move from its present premises into the town office building. Some libraries were in need of capital funds for furnishings and painting but were unable to obtain because of the present economic conditions.

A most positive aspect of the past year has been the increased level of activity in most libraries and the increased use of materials there as well as the materials made available through interlibrary loan. Circulation in the twenty libraries combined increased from 329,559 in 1981-82 to 356,571. This is an increase from 288,030 in 1980-81. Most noticeable in the increases from 1981-82 to 1982-83 were Botwood, which increased from 11,622 to 13,814; Hermitage from 6,522 to 11,254; Point Leamington from 10,204 to 13,274; St. Alban's from 26,540 to 30,098 and Springdale from 27,499 to 42,698.

During the year 1982-83, we received at the Regional Office 1,592 requests for books/records/materials/information. We satisfied about 1,340 of those requests. Many we could not satisfy because they were for popular records, of which we had only one copy. From the microfiche catalogue, 773 requests were made during the year and here we have a breakdown by library; the highest libraries were Robert's Arm with 113 requests and Point Leamington with 95. Two hundred and fifty-six (256) requests from the microfiche were filled by libraries in Centrel Region, with Grand Falls (64) and Buchans (55) heading the list. During

the past year, we have, in co-operation with the local boards, been attempting to get the local libraries to make as great a use of the microfiche catalogue as possible and to emphasize that this is an important source for the supply of materials/information; this becomes more and more important as the supply of books/materials for each library continues to decline in the face of inflation and economic restraint.

There were a number of personnel changes in the Central Region during the past year. The position of Library Technician II was occupied by four people at different times during the year. It is from this position that the office is generally run. When Sharon Pumphrey resigned at the beginning of the year, the position was temporarily occupied by Barbara Lannon. Then Susan Temple received the job. When she resigned in December, 1982, the position remained vacant until March 7, 1983, when Bill Reid was appointed. During the interim, the Regional Librarian had to carry out most of the tasks normally performed in this position. One of the major frustrations that we face is the time involved in filling positions once they become vacant. Since Susan Temple's resignation in December we have been one staff member short and this is serious when the total staff is only three.

At the beginning of the year, Mrs. Nina Ingram retired in Hermitage and was replaced by Mrs. Blanche Willmott. In Botwood, Mrs. Gwen Humphries retired in the fall of 1982, and was replaced by Mrs. Marien Gill.

During the year, a major concern was expressed by local boards and the Regional Board over the number of books received by the local libraries. Last year the region received only 7,947 books as compared to 11,370 the previous year. Adult books amounted to 3,115, juvenile books to 1,919 and young children's books to 2,913. The only category which increased over the previous year was children's books because last year that was the area where libraries were asking for more books; now it appears to be the adult fiction area.

We are attempting to solve the book shortage problem in three ways: firstly, we are attempting to get the local librarians to make full use of the interlibrary loan system. We are stepping up efforts to ensure that they use the microfiche catalogue and also to make sure that they pass on to us requests that they themselves cannot fulfull; secondly, the consensus appears to be that we should get more paperbacks, especially bestselling adult fiction. At the present time, we cannot buy more than 4 or 5 copies of a fiction hardcover bestseller without seriously jeopardizing some other aspect of the book budget. If we go in the direction of paperbacks here we may be able to solve part of the problem; thirdly, the initiation of an exchange programme could get more books to more libraries and it is hoped to begin this soon.

The local librarians contribured in no small way to the increased circulation in the region during the past year. Various programmes and

publicity campaigns were carried out by them during the year. The library at Bishop's Falls seems to be particularly adept at this aspect of librarianship and the local library at Robert's Arm received much publicity through the local newspaper. The libraries at Grand Falls and Windsor received some publicity in November when Canadian writer James Houston visited them.

At Central Region, during the past year, we bought for individuals 62 books that they had asked us to order for them for their private collections. This is an added service provided in an area where there are no bookstores.

Our budget for the year was balanced but an area or category which is becoming increasingly difficult to balance and over which we have little, if any, control is Repairs and Maintenance.

Again, the year was only a successful one because of the co-operation of all involved - local boards and local librarians, the regional board and the staff employed at the Central Office and the provincal board and their staff. With increasing financial restraint, next year can be successful only with continuing co-operation and sharing of resources.

Ralph Dale
Regional Librarian

GANDER REGION

During the 1982-83 fiscal year, many significant changes and developments occurred in the operations of the Gander Regional Library Board and its eighteen local libraries. In a general climate of economic recession and fiscal restraint the library services of the region were still able to undergo real improvement. Although the momentum with which developments have occurred may have been slowed by the economic circumstances of the year, the stage was set for some expansion of services when the situation improves.

Some of the significant changes that occurred were among the staff of the Region. Pat Wilson, regional librarian since 1979, submitted her resignation in September but continued in the position until the end of the fiscal year. Mrs. Jean Greening, library technician in charge of the Gander Public Library also resigned during the year. Her position is presently being filled by Linda Maxwell. The staff at the Gander Public Library increased to a total of five up from four the previous year. New staff at Gander besides Linda Maxwell, are Evelyn Jennings and Martha Penwell. As well, Linda Rogers has replaced Melita Noble as the local librarian in Dover. In Summerford, Mavis Barnes has become the local librarian, replacing Karen Wheeler. Out of a total of 25 local librarians and regional staff, there were five changes, or a 20 percent turnover of staff.

The bookstock of the local libraries increased overall by about 10.8 percent. On an individual basis this figure varied widely. There was actually a 6.9 percent decrease at the Dover library due to some extensive weeding. At the other extreme, Lewisporte increased its bookstock by about 42 percent. Gander Public, the largest library in the region, had an increase of 8.5 percent. The smallest library, Lumsden, had an increase in bookstock of 1.5 percent.

The number of books processed by the Technical Services Department for the Gander Region was 5,970. This number is down significantly from last year's 8,353 and may be due to larger purchases of paperbacks, periodicals and records.

Considerable weeding was done among the libraries. In the course of the year, a total of 2,231 discards were processed through the Gander Regional Headquarters. This figure is down from the previous year's 2,541, yet it represents about 2.2 percent of the total bookstock in the Region (including the bookstock of the Regional Headquarters).

The record collections of the region have grown significantly during the year. The local libraries have reported a total of 1,791 records. This is up from the one thousand held at the end of the previous year. During the year there were 11,554 circulations of records, which means an average 6.5 circulations per record. This is a very high figure when compared to the average for all types of material - about 2.7 circulations per item. Concerning records, it was decided, after much

consideration by the Regional Board, to re-instate a caution deposit for the use of records at Gander Public Library because of heavy demage occurring to the records.

The audio-book tape collection held at the Regional Headquarters has grown to a total of 36, up from 30 last year. There were 23 circulations of items in this collection over the course of the year.

The circulation reports from the local libraries indicate that an overall increase of about 8 percent occurred during the year. There were declines in circulation reported from five libraries. The largest of these declines was 15 percent (Centreville) and the smallest decline was so small that the figures could not give a percentage of any valid significance (.00002 decline). These declines were offset by amazing increases of 47 percent to 51 percent in four libraries: Change Islands (48.7%), Glovertown (47.7%), Greenspond (51%) and Twillingate (47.4%).

Inter-library loans have increased again during the year. Although the number of requests filled from stock in the Region declined slightly, and requests sent in to Provincial Reference increased only about 5 percent, the number of microfiche requests was four times the number for the previous year. This meant an overall increase in inter-library requests of 28 percent.

Deposits and book exchanges in schools and communities without libraries were down in number this year compared to the previous year. There were deposits of 300 books in Newtown and 200 in Birchy Bay.

Visits to the local libraries by the Regional Librarian were down a little this year. There were 72 visits made compared to 80 the previous year. The van assigned to the Region for library visits was transferred back to St. John's during the summer, so in the last half of the year, visits to local libraries usually occurred in rented vehicles.

The capital grant to the Region was quite small in 1982-83. Approximately $3,000 was spent on miscellaneous furnishing for the region's libraries. Shelving was built in Fogo, reading tables were bought for Centreville, and paperback racks for Change Islands, Gambo and Summerford. The libraries spent some of their own monies on such things as repairs, vacuum cleaners, doors and typewriters, to an amount of about $2,200.

The Gander Region was represented at the Atlantic Provinces Library Association Conference in Sackville by the chairman and vice-chairman of the Regional Board, and by the Regional Librarian. The Regional Librarian, Pat Wilson, was elected vice-president for Newfoundland in the Association.

Although long planned for, a workshop for library trustees in the

Gander Region was not held. Budget restraints prevented this much needed training session from taking place.

There were quite a few new requests for libraries to be established in the Region. Requests were received from Eastport, Gander Bay and Herring Neck. Since expansion of the system is very difficult in the current financial climate, these communities have not had their requests approved so far. With the development of the Provincial Books-By-Mail service into the various regions of the province, it is hoped that the needs of these communities may be met, to some degree, by the new service.

As well, although some libraries have requested to have increased their hours of opening to the public, these requests have not been approved due to budget restraints.

Another concern within the region has been the inactivity of some local boards. Efforts have been made during the year to help such boards meet the requirements of their constitutions in this regard.

Planning for a new library building in Gander got underway during the year. It is hoped that the building will house both Gander Public Library and the Gander Regional Headquarters. A piece of land has been donated by the Gander Town Council, and preliminary sketches of a building have been done by a local engineering firm.

In conclusion, it seems that the Gander Regional system remains healthy inspite of it having gone through quite a difficult year, full of changes and economic restraints. It is hoped that the new year will allow a strengthening of the library service in the Region, and some improvement in the economic conditions that have deeply affected it in 1982-83.

Robert McGowan
Regional Librarian

WESTERN REGION

It is a little hard to write cheerfully about a year of what is commonly called "feeling the crunch"; however, we have achieved one long standing goal this year, and now have completed a procedure and policy manual as a guide for local librarians, especially new ones. This manual was the focal point of our fall workshop and many portions of it will now be making their way in one form or another into the provincial manual now in progress. A changeover in the payment of local librarians from local grants to St. John's was implemented at the beginning of the year with some confusion, and required a fair amount of administrative time.

I attended the Atlantic Provinces Library Association Conference in Sackville along with Karen Veitch, Aileen Woolridge, Gwen Bostwick and Roberta Graham, as well as the Canadian Library Association Conference in Saskatoon.

Our guest this year for Children's Book Festival was Mr. James Houston, whose readings were a stunning success.

The overall pattern of public libraries in the past year has been that acquisitions and budgets are down and use has increased. We are no exception. In spite of the decline of almost 50 percent in new book acquisitions, our overall circulation has increased by 15 percent with books accounting for the bulk of the increase. Interlibrary loans activity has been constantly increasing with a total of 3,418 transactions taking place. Deer Lake, Port aux Basques, Lourdes, Stephenville, Norris Point and Cormack make the greatest use of the microfiche catalogue direct loan service while Cape St. George, Daniel's Harbour, Lark Harbour, St. Fintan's and Stephenville Crossing make very little use of the service. Our library materials budget of $115,000, an increase of only 1.1 percent over last year's, was subdivided: Books $81,700, Periodicals $27,000, Records $6,000 and Microfilm $300. Beginning the year with $12,000 already committed and a Newfoundland Public Libraries Board decision to defer all year end billing to the next fiscal year, resulted in a decrease in our new book acquisitions by 50 percent over last year. We withdrew almost twice as many books as we acquired, leaving us with a total regional bookstock of 197,000.

Our overall registration has decreased 14.4 percent from last year due to several libraries re-registering and eliminating inactive members. The new census reveals few changes in the region with the exception of Stephenville with a 12.8 percent decline and Pasadena with a 33.6 percent increase in population. Of the 92,300 persons now living in Western Region, 36 percent of the 77 percent of the population living within seven miles of a branch of our system are registered library users and 28.2 percent of the overall population are library users, with no apparent correlation between community size and percentage of population using the library.

Our financial statement shows us to be underspent by $1,898, 3/10 of 1 percent. This underexpenditure occurred because all book orders

placed in the last quarter were held for 1983-84 billing at the request of the Newfoundland Public Libraries Board, in an effort to counteract tremendous overexpenditures resulting from the changeover in pay structure for local librarians. Only a mild winter prevented remaining operational expenditures from being severely overspent, and only dipping into locally raised funds enabled local boards to end the year in the black, grants being inadequate to cover basic operating costs in some cases.

Elinor Benjamin
Regional Librarian

# REPORT
# OF THE
# ST. JOHN'S CITY LIBRARIES

## ST. JOHN'S CITY LIBRARIES

Service in the St. John's Libraries during the past year has reflected the restraint programme instituted by the Provincial Government. This resulted in our Operating Budget being cut in November by $20,571, the freezing of two vacant positions, curtailment of employment of temporary staff and overtime, and reduction in sundry other budgetary items, yet many costs continued to rise. The popular Sunday afternoon opening of our central libraries we could not afford to continue after December; this led to increased use of these libraries and longer delays for patrons on already busy Saturdays.

The total use of our libraries increased slightly this year (1.5%) and each branch library had a circulation of over 50,000.

## A.C. HUNTER LIBRARY AND CENTRAL SERVICES

Telidon was installed in the Library last spring and has been well used by children and adults.

Use of the Readers' Advisory services increased and the signs saying "please bother me for information" encouraged even the more bashful patrons to approach the advisors and ask for help. Many school classes including several from out-of-town and other groups visited the library during the year.

Requests for subject material and specific books form an integral part of the service. We satisfied 97.8 percent of those received and of these we had to go outside St. John's for only 3.8 percent. Inter-library loan requests received from libraries outside St. John's increased by 53.7 percent compared to last year - an indication that some people are using the microfiche catalogue. We could not satisfy 7.4 percent because they were in too heavy demand, overdue or missing.

## BOOKMOBILE AND HOME READER (SHUT-IN) SERVICES

Rising operating costs, the need to consider a replacement vehicle and a steady decline in the general use of the Bookmobile led to the decision to end this service in March. A Mazda pick-up was purchased out of St. John's Library Board funds for the additional work with Home Readers and exchanges previously done by the Bookmobile.

The Home Reader survey was completed in May and although the visits were time-consuming for our Advisory staff their report showed positive and informative responses about what one avid reader described as "the greatest thing to come to Newfoundland".

## PARENTING COLLECTION

This collection of books for reference use kept in the central Children's Library has proven popular with parents who can request

loan copies from the adult libraries. It will be expanded as funds permit.

## CHILDREN'S SERVICES

This has been an active year for the children's libraries. Summer activities included crafts, storytimes, puppet making and a very successful reading programme called "The Reading Game" which encouraged children to read a variety of books.

At the end of August, Anne Martin, the children's librarian, left to take a part-time position with Provincial Reference and Resource Library. Harriet Mercer has been supervising children's services on a part-time basis and will continue until a new appointment can be made.

During fall and winter all libraries were busy with crafts, movies, filmstrips and pre-school storytimes. In September, the Gosling Library started its first storytime and in February, the A.C. Hunter Library added a third storytime on Friday mornings. Approximately 135 children now attend weekly storytimes.

T.V. Storytime, shown weekly on Cable 9, was started last spring. A number of staff participated in the programme, however, since September Jean Belbin and Janet Goosney have been responsible for the planning and presentation of all the shows.

In December, the A.C. Hunter Children's activity room received a "face-lift". We now have a cheerful yellow and pink room, soft green carpet and a refurbished puppet stage all of which delight the children and were financed by the St. John's Library Board.

Christmas parties for pre-school storytime groups were held at all libraries with Santa Claus attending; thanks to the mothers and staff for providing cookies.

## BRANCH LIBRARIES

Statistics for the Gosling and Michael Donovan Libraries show an increase of 13.36 percent and 11.32 percent in circulation last year. Improved parking facilities at City Hall and greater awareness of the location of the Michael Donovan probably contributed to this. The decrease of 2 percent in circulation at the Marjorie Mews Library is of no concern as the library closed for two days in March for painting.

Adult book exchanges made a wider range of material available than is possible with permanent allocations. With the cost of books steadily rising, it becomes increasingly difficult to duplicate.

The response to activities and programmes at all branches was good and credit for this goes to our staff who plan and conduct these enthusiastically, regardless of difficulties and restrictions imposed

by limitations of space and overcrowding.

The Marjorie Mews Library was painted and display boards put up out of funds raised by the St. John's Library Board and we now have a bright, clean library.

## STOCK

Last year 2,092 more books were withdrawn from stock than were added, as a result of the previous year's stocktaking which showed 2,462 adult non-fiction and 1,759 children's books missing.

## AUTHOR VISITS

In June, Bernie Bedore entertained 45 children at the A.C. Hunter Library with his Canadian Tall Tales and Eric Wilson gave readings to 190 children in the Basement Theatre in October.

James Houston, who toured the province during the National Children's Book Festival Week, spoke one evening to an audience of about 60 people after which refreshments were served. All these authors were thoroughly enjoyed.

## STAFF

We experienced several staff changes during the year but reference must be made to one. Mrs. Elizabeth Stamp retired in January after serving the libraries for thirty-four years during which time Mrs. Stamp was held in high regard by staff and patrons; she loved her work and nothing was too much trouble. We wish her a happy retirement.

## CONCLUSION

I wish to thank all those who have helped our service during the year: to the media for publicising events; to the staff of Provincial Library Departments; to volunteers who have helped with programmes in our libraries; to the staff of the Arts and Culture Centre who have helped in many ways and to patrons who have made donations to the library.

Finally, I extend thanks to the City Council for its continued support of our library services, to my own staff on whom the success of our service depends and to the chairman and members of the St. John's City Library Board for continuing support and assistance.

Mary C. Jones
City Librarian

## STATISTICS

| | 1982-83 | 1981-82 |
|---|---|---|
| St. John's Libraries (all service points): | | |
| Circulation and Membership | 459,514 | 452,610 |
| Total Circulation<br>Increase: 6,904 | | |
| Registered Borrowers | 20,921 | 20,539 |
| Adult: 13,340(13,058)<br>Children: 7,581( 7,481) | | |
| Registered Record Library Borrowers | 6,922 | 6,253 |
| Adult: 4,788( 4,429)<br>Children: 2,134( 1,824) | | |
| Requests | | |
| Adult Requests Received | 12,538 | 12,912 |
| Adult Requests Supplied | 12,260 | 12,746 |
| Adult Requests for Items Not Available in St. John's | | |
| a) Sent to Provincial Reference | 120 | 92 |
| b) Sent to Other Regions | 286 | 189 |
| c) Sent to Interlibrary Loan(not available in Newfoundland Public Libraries) | 68 | 99 |
| Adult Requests Not Supplied: | | |
| a) Paperback and Old Fiction | 242 | 120 |
| b) Non-fiction Not Traced | 30 | 42 |
| c) Non-fiction Not Available on Interlibrary Loan | 6 | 4 |
| Children's Requests Received | 214 | 213 |
| Children's Requests Supplied | 169 | - |
| Children's Requests Sent to Other Regions | 1 | - |
| Interlibrary Loans | | |
| Requests (Adult) Received from Libraries Outside St. John's | 1,085 | 706 |
| Requests Supplied to Libraries Outside St. John's | 1,005 | 595 |
| Requests Not Supplied (in too heavy demand, long overdue or missing from stock) | 80 | 101 |

| | 1982-83 | 1981-82 |
|---|---|---|
| **Interlibrary Loans continued** | | |
| Requests (Children's) Received from Libraries Outside St. John's | 68 | - |
| Requests Supplied to Libraries Outside St. John's | 10 | - |
| Requests Not Supplied (in too heavy demand, long overdue or missing from stock) | 58 | - |
| **A.C. Hunter Adult Library** | | |
| Total circulation: Increase: 852 | 181,355 | 180,503 |
| Recordings Circulated | 16,883 | 19,802 |
| Talking Books Circulated | 467 | 354 |
| Requests Received (Books) | 7,599 | 8,381 |
| (Recordings) | 674 | 648 |
| Enquiries (taking more than 10 minutes) | 7,423 | 6,654 |
| **Home Reader Service** | | |
| Total Item Delivered Increase: 76 | 19,709 | 19,633 |
| Requests Received | 780 | 744 |
| **Bookmobile** | | |
| Total Circulation Decrease: 2,445 | 19,248 | 21,693 |
| Books Delivered to Maplewood Apts. (Home Reader Service) | 1,582 | 1,506 |
| Requests Received | 126 | 145 |
| **A.C. Hunter Children's Library** | | |
| Total Circulation Decrease 2,520 | 79,716 | 82,236 |
| Recordings Circulated | 3,191 | 4,043 |
| Requests Received | 214 | 213 |
| **Gosling Library** | | |
| Total Circulation Increase: 6,287 | 53,340 | 47,053 |
| Recordings Circulated | 641 | 563 |
| Requests Received | 1,414 | 1,130 |
| Reference Enquiries | 2,186 | 1,485 |

| | 1982-83 | 1981-82 |
|---|---|---|
| **Marjorie Mews Library** | | |
| Total Circulation | 54,333 | 54,948 |
| Decrease: 615 | | |
| Recordings Circulated | 846 | 825 |
| Requests Received | 978 | 933 |
| **Michael Donovan Library** | | |
| Total Circulation | 51,813 | 46,544 |
| Increase: 5,269 | | |
| Recordings Circulated | 1,012 | 1,203 |
| Requests Received | 967 | 718 |

## STOCK FIGURES

| | Adult | Children's |
|---|---|---|
| **Books (Catalogued)** | | |
| Added to Stock | 2,878 | 1,742 |
| Withdrawn from Stock (includes 2,462 adult and 1,759 children's books which were 'missing' following stocktaking) | 3,186 | 3,526 |
| Total Bookstock | 71,619 | 46,326 |
| Combined Stock: 117,945 | | |
| **Paperbacks (Not Catalogued)** | | |
| Added to Stock | 4,156 | 463 |
| Withdrawn from Stock | 3,407 | 468 |
| **Recordings** | | |
| Added to Stock | 251 | 85 |
| Withdrawn from Stock | 417 | 67 |
| Total Recordings in Stock | 5,762 | 881 |

**Talking Books**

| | |
|---|---|
| Added to Stock | 101 |
| Total in Stock | 673 |

**Children's Filmstrips**

| | |
|---|---|
| Added to Stock | 13 |
| Total in Stock | 280 |

### Rotating Adult Stock Exchanges

| | | | |
|---|---|---|---|
| Bookmobile | 91 books | Marjorie Mews | 553 books |
| Gosling | 553 books | Michael Donovan | 509 books |

# FINANCIAL STATEMENT

## NEWFOUNDLAND PUBLIC LIBRARIES BOARD

### REVENUE AND EXPENDITURE STATEMENT

### FOR THE YEAR ENDED MARCH 31, 1983

| | | |
|---|---|---|
| **REVENUE:** | | |
| Provincial Government Operating Grant | $3,786,800 | |
| Provincial Government Capital Grant | 177,000 | |
| St. John's City Council Grant | 20,000 | |
| Canadian Library Association | 5,000 | |
| Sale of Two Bookmobiles | 5,700 | |
| Other Revenue | 34 | |
| | | $3,994,534 |
| **EXPENDITURE:** | | |
| Operating Expenditure | $3,846,796 | |
| Capital Expenditure | 175,492 | |
| Transfer to Anniversary Trust Fund | 2,000 | |
| | | $4,024,288 |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

OPERATING ACCOUNT

FOR THE YEAR ENDED MARCH 31, 1983

| | Expenditure for Period | Budget 1982-83 |
|---|---|---|
| Advertising | $ 982. | $ 1,128. |
| Anniversary Fund (Adm) | 2,000. | 2,000. |
| Automation (Tech) | 73,534. | 72,000. |
| Auto Expenses | 16,861. | 16,587. |
| Binding & Repairs (Ref & St. J) | 1,271. | 1,000. |
| Bookmobile Expenses | 15,558. | 15,332. |
| CLA President's Travel Fund (Adm) | 2,398. | 3,000. |
| Catalogues (Bks By Mail) | 12,973. | 13,000. |
| Conferences-APLA & CLA | 21,304. | 20,692. |
| -Workshops | 3,497. | 3,765. |
| Contingencies | 2,708. | 2,549. |
| Freight & Postage | 49,448. | 48,871. |
| Grants | 161,260. | 166,922. |
| Institutional Memberships | 1,071. | 1,075. |
| Insurance-Fire | 27,005. | 26,897. |
| -Vehicle | 4,324. | 4,324. |
| -Other (Adm) | 1,524. | 1,524. |
| Interlibrary Loans (Adm) | 340. | 500. |
| Legal Fees (Adm) | 125. | 200. |
| Library Materials | 667,980. | 709,000. |
| Library Promotion | 821. | 615. |
| Library Publications (Tech) | 871. | 1,000. |
| Microform (Ref & W/R) | 3,543. | 8,000. |
| Nfld. Newspaper Indexing (Ref) | 2,389. | 2,500. |
| Office & Library Supplies | 81,648. | 80,558. |
| Photocopier | 14,919. | 15,515. |
| Printing (Adm) | 956. | 1,000. |
| Ref. Cats. (Ref) | -- | -- |
| Rentals-Equipment | 28,714. | 26,210. |
| -Premises | 101,989. | 101,985. |
| Repairs & Maintenance | 36,088. | 23,815. |
| Salaries & Benefits-Classified Staff | 1,857,444. | 1,862,549. |
| Group Insurance (Adm) | 14,072. | 14,000. |
| Security (Ref & St. J) | 3,764. | 3,800. |
| Telephone & Telex | 45,102. | 39,950. |
| Travel-Board | 34,132. | 29,300. |
| -Staff | 19,751. | 18,553. |
| Local Librarians Salaries & Benefits | 536,430. | 472,604. |
| TOTAL | $3,848,796. | $3,812,320. |

## NEWFOUNDLAND PUBLIC LIBRARIES BOARD

### OPERATING ACCOUNT

### FOR THE YEAR ENDED MARCH 31, 1983

| | Expenditure for Period | Budget 1982-83 |
|---|---|---|
| Administration | $ 916,545. | $ 843,809. |
| Avalon Region | 324,328. | 330,544. |
| Bonavista-Burin Region | 155,771. | 160,678. |
| Books-By-Mail | 88,329. | 85,229. |
| Central Region | 304,620. | 307,106. |
| Community Library Services | 132,130. | 142,331. |
| Gander Region | 196,438. | 204,716. |
| Reference & Resource Library | 368,418. | 368,069. |
| St. John's City | 580,103. | 587,960. |
| Technical Services | 296,674. | 294,540. |
| Western Region | 485,440. | 487,338. |
| TOTAL | $3,848,796. | $3,812,320. |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

CAPITAL ACCOUNT

FOR THE YEAR ENDED MARCH 31, 1983

| | Expenditure for Period | Budget 1982-83 |
|---|---|---|
| Administration | $ 4,524. | $ 4,250. |
| Avalon Region | 12,383. | 12,700. |
| Bonavista-Burin Region | 2,800. | 2,800. |
| Books-By-Mail | 3,632. | 3,750. |
| Central Region | 10,000. | 10,000. |
| Community Library Services | 132,418. | 134,000. |
| Gander Region | 3,236. | 3,000. |
| Reference & Resource Library | 1,499. | 1,500. |
| St. John's City | -- | -- |
| Western Region | 5,000. | 5,000. |
| TOTAL | $175,492. | $177,000. |

# STATISTICAL INFORMATION

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1982 - MARCH 1983

AVALON REGION

( ) Comparative circulation figures for 1981-82

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Bay Roberts | 8,000 | 16 | 5,545 | 13,933(12,116) | 773 |
| Bell Island | 7,000 | 12 | 4,950 | 24,551(26,353) | 2,010 |
| Brigus | 1,000 | 6 | 2,672 | 5,431( 6,726) | 503 |
| Carbonear | 6,500 | 25 | 9,298 | 36,718(28,871) | 1,032 |
| Conception Bay South | 14,000 | 31 | 7,282 | 31,209(28,283) | 2,524 |
| Fox Harbour | 700 | 9 | 2,150 | 2,161( 2,643) | 151 |
| Freshwater | 1,740 | 8.5 | n.a. | 2,992( 4,014) | 717 |
| Goulds | 3,500 | 19.75 | 2,642 | 11,040( 2,522) | 865 |
| Harbour Grace | 3,000 | 20 | 7,669 | 21,645(18,195) | 665 |
| Mount Pearl | 15,000 | 56 | 13,015 | 65,885(62,000) | 11,239 |
| Old Perlican | 1,000 | 15 | 2,491 | 5,056( 5,216) | 247 |
| Placentia | 7,000 | 25 | 7,219 | 28,532(16,913) | 1,241 |
| Pouch Cove | 1,600 | 15 | 1,339 | 3,210( 2,753) | 66 |
| St. Bride's | 2,000 | 23.5 | 3,260 | 15,214(14,762) | 688 |
| Spaniard's Bay | 2,500 | 7 | 2,042 | 4,217( 4,672) | 392 |
| Torbay | 4,200 | 20 | 2,823 | 8,406( 7,224) | 672 |
| Trepassey | 2,500 | 6 | 3,506 | 20,395(17,483) | 364 |
| Upper Island Cove | 3,500 | 10 | 2,200 | 6,472( 7,310) | 76 |
| Victoria | 2,000 | 10 | 2,428 | 8,142( 8,442) | 273 |
| Whitbourne | 1,800 | 14 | 2,635 | 4,871( 3,649) | 288 |
| Winterton | 1,000 | 11.5 | 2,984 | 13,968(13,449) | 179 |
| St. John's East Extern Bookmobile | | 35 | 9,539 | 62,812(70,057) | |
| Carbonear Bookmobile (Apr. - August '83) | | 35 | | 15,514(80,366) | |
| Mini Exchanges to Schools and Community Groups | | | | 1,800( 2,400) | |
| Exchange Books to Fisheries Patrol Boats | | | | 350( 1,050) | |
| TOTALS | 89,540 | 431.25 | 97,689 | 414,524(447,469) | 24,965 |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1982 - MARCH 1983

BONAVISTA-BURIN REGION

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Arnold's Cove | 1,300 | 10.5 | 3,564 | 10,990(10,737) | 486 |
| Bonavista | 5,000 | 8 | 6,736 | 15,077(14,107) | 545 |
| Burin | 4,300 | 21.5 | 4,104 | 18,169(15,353) | 932 |
| Catalina | 5,000 | 15 | 2,775 | 10,478( 8,336) | 450 |
| Clarenville | 4,200 | 22 | 7,089 | 28,732(22,929) | 2,086 |
| Fortune | 2,900 | 14 | 3,613 | 14,382( 9,884) | 383 |
| Garnish | 1,000 | 11 | 3,171 | 7,174( 7,746) | 158 |
| Grand Bank | 3,800 | 20.5 | 5,031 | 17,585(16,767) | 423 |
| Marystown | 10,000 | 24 | 4,481 | 13,322(13,535) | 903 |
| St. Lawrence | 3,000 | 20 | 5,053 | 23,790(21,786) | 795 |
| Southern Harbour | 1,000 | 11.5 | 2,521 | 6,983( 7,976) | 447 |
| Bookmobile | | | | 3,238(18,857) | |
| Mini Books By Mail | | | | 1,267 | 41 |
| Mini Exchanges to Schools | | | | 4,240 | |
| TOTALS | 41,500 | 178 | 48,138 | 175,427(168,013) | 7,649 |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1982 - MARCH 1983

CENTRAL REGION

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Baie Verte | 2,491 | 15 | 3,844 | 9,027( 8,092) | 1,222 |
| Bishop's Falls | 4,395 | 37 | 8,602 | 60,793(62,882) | 3,672 |
| Botwood | 4,274 | 15 | 3,637 | 13,814(11,622) | 894 |
| Buchans | 1,655 | 20 | 14,237 | 14,509(15,939) | 892 |
| Burgeo | 2,504 | 22 | 6,251 | 9,386(11,766) | 993 |
| Gaultois | 558 | 10 | 3,041 | 4,076( 5,427) | 252 |
| Harbour Breton | 2,464 | 13 | 4,617 | 7,651( 7,475) | 703 |
| Harmsworth(Grand Falls) | 8,765 | 49 | 19,114 | 53,899(53,822) | 5,531 |
| Harry's Harbour | 300 | 10 | 4,348 | 8,756( 9,129) | 419 |
| Hermitage | 863 | 12 | 3,769 | 11,254( 6,522) | 342 |
| King's Point | 1,155 | 15 | 3,332 | 10,823( 9,352) | 437 |
| LaScie | 1,422 | 15 | 4,441 | 9,352( 7,893) | 491 |
| Norris Arm | 1,216 | 19 | 4,949 | 9,786(10,190) | 697 |
| Point Leamington | 848 | 20 | 3,035 | 13,274(10,204) | 320 |
| Ramea | 1,386 | 12.5 | 4,193 | 5,346( 6,947) | 395 |
| Robert's Arm | 1,005 | 15 | 5,399 | 8,864( 8,156) | 924 |
| St. Alban's | 1,968 | 15 | 5,762 | 30,098(26,540) | 783 |
| Seal Cove | 751 | 12 | 3,541 | 5,137( 4,953) | 281 |
| Springdale | 3,501 | 18.5 | 9,562 | 42,698(27,499) | 1,680 |
| Windsor | 5,747 | 36 | 6,098 | 28,028(25,149) | 2,113 |
| TOTALS | 47,268 | 381 | 121,772 | 356,571(329,559) | 23,041 |

NEWFOUNDLAND P BLIC LIBRARIES BOARD

APRIL 19 - MARCH 1983

COMMUNITY LIBRARY SERVICES

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Cartwright | 700 | 20 | 3,349 | 4,157( 2,010) | 333 |
| Churchill Falls | 950 | 24 | 10,933 | 10,987(10,039) | 457 |
| Labrador City | 11,538 | 35 | 15,499 | 64,196(29,696) | 3,500 |
| Lanse Au Loup | 860 | 15 | 3,030 | 2,536( - ) | 472 |
| Melville(Happy Valley) | 8,000 | 21 | 5,978 | 10,109( 9,428) | 1,640 |
| Port Saunders | 2,500 | 12 | 1,452 | 3,307( 3,916) | 479 |
| St. Anthony | 3,300 | 18 | 5,069 | 14,829(11,306) | 681 |
| St. Lunaire-Griquet | 1,000 | 15 | 2,771 | 5,233( 3,242) | 420 |
| Wabush | 3,300 | 15 | 15,957 | 18,264(13,211) | 1,933 |
| Mini Exchange | | | | 6,725( 6,400) | |
| TOTALS | 32,148 | 175 | 64,038 | 140,343(89,248) | 9,915 |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1982 - MARCH 1983

GANDER REGION

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Badger's Quay | 1,700 | 12 | 4,041 | 12,378(13,486) | 433 |
| Carmanville | 3,000 | 34 | 7,513 | 16,192(14,714) | 661 |
| Centreville | 2,000 | 18 | 5,443 | 9,597(11,306) | 492 |
| Change Islands | 560 | 12 | 2,905 | 7,038( 4,731) | 214 |
| Dark Cove | 2,937 | 25 | 7,607 | 26,067(25,322) | 1,089 |
| Dover | 1,000 | 16 | 2,705 | 8,544( 7,635) | 444 |
| Fogo Island | 4,028 | 35 | 6,084 | 17,448(18,919) | 981 |
| Gander | 14,000 | 44 | 18,756 | 67,114(67,128) | 5,569 |
| Glenwood | 1,200 | 6 | 2,444 | 8,172( 6,888) | 264 |
| Glovertown | 2,140 | 34 | 5,565 | 22,425(15,179) | 629 |
| Greenspond | 420 | 6 | 3,204 | 5,327( 3,586) | 185 |
| Hare Bay | 1,600 | 14 | 3,686 | 6,099( 5,506) | 573 |
| Lewisporte | 8,000 | 18 | 6,071 | 19,317(15,345) | 1,359 |
| Lumsden | 1,000 | 18 | 2,241 | 6,462( 5,016) | 332 |
| Musgrave Harbour | 1,554 | 13 | 4,564 | 13,657(11,425) | 449 |
| Summerford | 1,500 | 10 | 3,857 | 11,719(13,051) | 811 |
| Twillingate | 5,000 | 26 | 6,321 | 12,965( 9,470) | 1,224 |
| Wesleyville | 1,225 | 20 | 3,465 | 8,369( 7,106) | 290 |
| Mini Exchange | | | | 500( 1,871) | |
| TOTALS | 52,864 | 361 | 96,472 | 279,390(255,813) | 15,999 |

NEWFOUNDLAND PUBLIC LIBRARIES BOARD

APRIL 1982 - MARCH 1983

WESTERN REGION

| LIBRARY | POPULATION SERVED | HOURS OPEN | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS |
|---|---|---|---|---|---|
| Bay St. George South | 1,048 | 15.5 | 4,812 | 10,745(11,188) | 492 |
| Cape St. George | 1,260 | 16 | 4,931 | 16,700(17,476) | 607 |
| Channel-Port aux Basques | 6,076 | 40 | 10,814 | 27,806(23,856) | 1,971 |
| Codroy Valley | 740 | 15 | 3,295 | 9,924( 9,092) | 612 |
| Cormack | 788 | 14 | 2,989 | 8,014( 6,476) | 334 |
| Corner Brook | 26,004 | 62.5 | 42,381 | 121,253(108,886) | 10,777 |
| Cow Head | 695 | 15 | 5,160 | 11,719(10,607) | 471 |
| Daniel's Harbour | 723 | 12 | 3,726 | 4,199( 663) | 251 |
| Deer Lake | 5,287 | 31 | 10,076 | 26,194(20,374) | 4,049 |
| Lark Harbour | 1,123 | 16 | 5,056 | 10,571( 8,070) | 428 |
| Lourdes | 1,690 | 20 | 10,408 | 25,242(19,471) | 1,501 |
| Norris Point | 1,033 | 14 | 4,749 | 8,679( 6,545) | 640 |
| Pasadena | 3,457 | 20 | 9,414 | 18,270(14,869) | 644 |
| Port au Port East | 1,115 | 18 | 5,913 | 8,471( 8,020) | 557 |
| Port au Port West | 1,350 | 15 | 4,816 | 6,225( 6,866) | 455 |
| Rocky Harbour | 1,273 | 20 | 4,067 | 13,329(11,956) | 758 |
| St. George's | 2,636 | 15 | 6,745 | 9,198( 9,299) | 391 |
| Sop's Arm | 855 | 15 | 4,862 | 3,805( 6,992) | 234 |
| Stephenville | 10,213 | 61.5 | 15,235 | 47,012(37,434) | 1,422 |
| Stephenville Crossing | 2,486 | 14 | 7,024 | 5,622( 5,831) | 491 |
| Woody Point | 904 | 10 | 5,112 | 7,934( 4,367) | 245 |
| Post Pak | | | 13,661 | 7,934(16,365) | |
| *Bookmobile | | | | - (16,085) | |
| TOTALS | 70,756 | 459.5 | 185,246 | 400,912(380,786) | 27,330 |

*Bookmobile service terminated April 1982

## SUMMARY OF STATISTICS

| NAME | NO. OF SERVICE POINTS | BOOKSTOCK | CIRCULATION ALL MATERIALS | REGISTERED BORROWERS | HOURS OPEN WEEKLY |
|---|---|---|---|---|---|
| AVALON REGION | 21 | 97,689(110,026) | 414,524(447,469) | 24,965(22,357) | 431.25(423) |
| BONAVISTA-BURIN REGION | 11 | 48,138( 40,279) | 175,427(168,013) | 7,649( 6,992) | 178(176) |
| CENTRAL REGION | 20 | 121,772(115,645) | 356,571(329,559) | 23,041(22,099) | 381(385) |
| COMMUNITY LIBRARY SERVICES | 9 | 64,038( 58,571) | 140,343( 89,248) | 9,915( 9,675) | 175(157) |
| GANDER REGION | 18 | 96,472( 87,031) | 279,390(255,813) | 15,999(16,454) | 361(364) |
| PROVINCIAL BOOKS-BY-MAIL | 1 | 20,000 | 41,451(*30,760) | | 35 |
| PROVINCIAL REFERENCE & RESOURCE LIBRARY | 1 | 66,718( 63,171) | 12,045( 11,298) | | 61(61.5) |
| ST. JOHN'S CITY | 4 | 117,945(120,037) | 459,514(452,610) | 27,213(26,792) | 210.5(220) |
| WESTERN REGION | 21 | 185,246(171,407) | 400,912(380,786) | 27,330(23,443) | 459.5(458.5) |
| TOTALS | 106 | 818,018(766,167) | 2,280,177(2,165,556) | 136,112(127,812) | 2,292.25(2,245) |

*This figure extrapolated from the 1981-82 Central Region circulation statistics